

**ATTACHMENT B
TO THE ORDERING GUIDE
CUSTOMER SATISFACTION SURVEY**

Contractor Name:_____

Task Order Name & Number:_____

Awarding Office Contracting Officer:_____

Reporting Period_____

Task Order Solicitation Process Details:

Evaluation Criteria	Customer Feedback
Names of BPA Holders Who were sent this RFQ	
Method used to distribute RFQs	
Names of BPA Holders Who Submitted Proposals	
Length of Solicitation Process (From RFQ Release to Award)	

For each task order, on a quarterly basis, the Government will annotate the level of contractor performance (based on contractor surveillance and performance measured against contractor QCP) and provide a consensus adjectival color rating as indicated in the chart below.

Adjectival Color	Numeric Rating Equivalent	Rating	Rating Description
Blue	90-100	Excellent	Exceeds performance standards - The contractor's work far exceeds the requirement of the Task Order contract by consistently exhibiting excellent performance, typically meets, and regularly exceeds the contract requirements
Green	80-89	Acceptable	Meets performance standards - The contractor provides an acceptable level of performance consistently meeting the contract requirements.
Yellow	70-79	Marginal	Fails to meet minimum performance standards - The contractor performs slightly below the requirements of the contract, meeting the requirements on an intermittent basis.
Red	69 or less	Unacceptable	Fails to meet performance standards - The contractor fails to meet important contract requirements, resulting in a negative impact on the entire project.

Contractor Name: _____

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Criteria Being Assessed	Adjectival Color Rating	Comments
BPA Predefined Metrics:		
Adherence to schedule		
Quality of performance and adherence to requirement		
Timeliness and quality of data input into federal reporting.gov		
Compliance with subcontracting goals		
Job Creation / Retention*		
Energy Savings comparison (annually, if applicable)*		
Agency Defined Metrics (if applicable**)		
Performance against Agency defined metric #1 (Provide the name & a brief description of each agency defined metric)		
Performance against Agency defined #2 (Provide the name & a brief description of each agency defined metric)		
(Add more rows for Agency defined metrics as required)		
OVERALL SATISFACTION RATING		

***For Task Orders using ARRA funds**

****Agencies may negotiate, at the Task Order level, additional metrics or tightening of the BPA level metrics that are identified above. Such Agency defined metrics and standards should be incorporated into the QASP and added to the above mentioned section.**

COMMENTS: _____

